External User's Guide to State of Iowa Secure Email System

This guide contains step by step instructions for setting up and using the State of Iowa Secure Email system.

Contents

Documentation Version Information

V1.0

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Secure Email

Email is a primary communication tool and is often used to communicate confidential or sensitive information – information that needs to be protected. Most email is sent and received in an unsecure manner, such that it could potentially be read by unintended parties. The State of Iowa has implemented a Secure Email System that enables state workers and others to communicate confidential or sensitive information in a secure manner.

Secure Email System

Secure email messages are stored on a State of Iowa email device in a protected location. When a secure email is sent, the party on the "To:" line receives a notification message in their email in-box indicating they have a secure email from the State of Iowa. This notification message indicates who sent the email, how to access it, and that it will be available for 14 days.
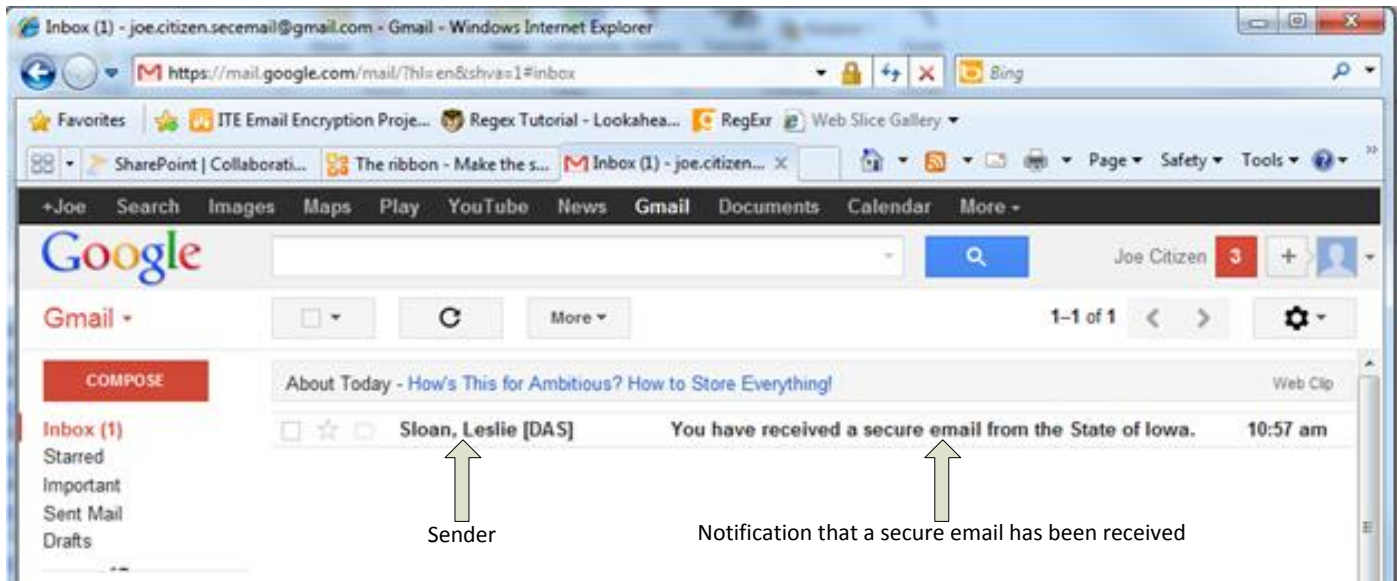
In order to access a secure email the party on the "To:" line (also known as the recipient) must have an Enterprise A&A Account (also known as an IowaID account). The Enterprise A&A Account System is a standardized way for the State of Iowa to verify the identity of individual users of secure web applications. Many state agencies already use the Enterprise A&A Account System to provide access to secure web applications. If you already have an Enterprise A&A Account for one of these web applications, you may use the same account ID and password for the Secure Email System. The email address the secure mail is sent to must match the email address in the Enterprise A&A Account System in order to use an existing Enterprise A&A Account.

Using the Secure Email System the first time

When the recipient clicks on the link (or follows the provided URL) to open their secure email message; the process determines if the email address in the "To:" line is associated with an Enterprise A&A Account; if not, the recipient will be guided through the Enterprise A&A Account creation process and then directed to logon to the Secure Email System and presented with their secure email message.

The following images are screen shots of all the screens a first time user of the Secure Email System will encounter.

First, the recipient will see a notice in their regular email that they have received a secure email from the State of Iowa.

Sender

Notification that a secure email has been received

When the recipient clicks on the message and displays the picture – they will see the following screen:

The recipient can access their secure email by either clicking the link or copying and pasting the URL in a browser window.

If the recipient is a new user to the Secure Email System, they will be guided through the process to create an Enterprise A&A account.

Click the link to start the create account process.

Enter the recipient's first and last names and click the "Register" button.

State of Iowa Secure Email

Enterprise A&A — What Is A&A?

| SIGN IN | CREATE AN ACCOUNT | FORGOT PASSWORD | FORGOT ID |

Create an account for State of Iowa Secure Email here.

Sign up now to get credentials you can use for State of Iowa Secure Email and at other Enterprise A&A enabled sites.

First Name: Joe

Last Name: Citizen

[Register]

Before Beginning:

- You must have a valid email address.
- The same PC and browser must be used for your entire registration.
- Make sure your browser has Cookies and JavaScript enabled.
- Your A&A Account ID may not contain profanity or special characters.
- You will be required to complete some Security Baseline Questions.

Contact the DAS-ITE Service Desk if you need personal assistance.
Email: ITE.Servicedesk@iowa.gov Phone: 515-281-5703 or 1-800-532-1174

You are looking at SSO Logon   Transaction Id: TMUGYN
©2004 State of Iowa, DAS-ITE   Version   2.5.6
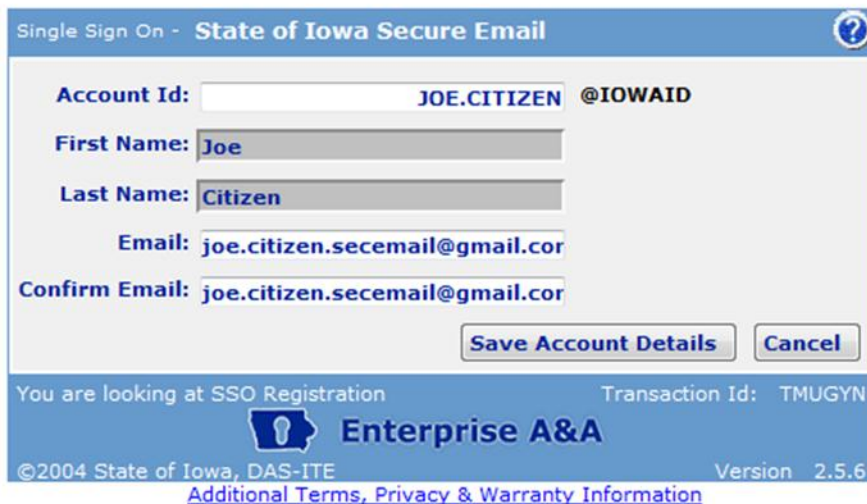Additional Terms, Privacy & Warranty Information

The Enterprise A&A Account System is a standardized way for the State of Iowa to verify the identity of individual users of secure web applications. The DAS-ITE Service Desk is available to assist with the Enterprise A&A Account creation process.

By email: ITE.Servicedesk@iowa.gov

By phone: **515-281-5703** or **1-800-532-1174**.

Account Id, First Name and Last Name will be pre-filled. Account Id can be edited if desired. Enter the email address that you received the secure email notification message in the "Email" and "Confirm Email" text boxes.

After "Save Account Details" is clicked, this screen is displayed.

After the "Ok" button is clicked, this screen advising the recipient to access their email is displayed. Please leave this screen open until you have completed the A&A Account creation and activation process.

The recipient needs to return to their email inbox to locate the email sent from "entaa-noreply" and start the account activation process.

Open the email with the subject "Account Confirmation for State of Iowa Email".
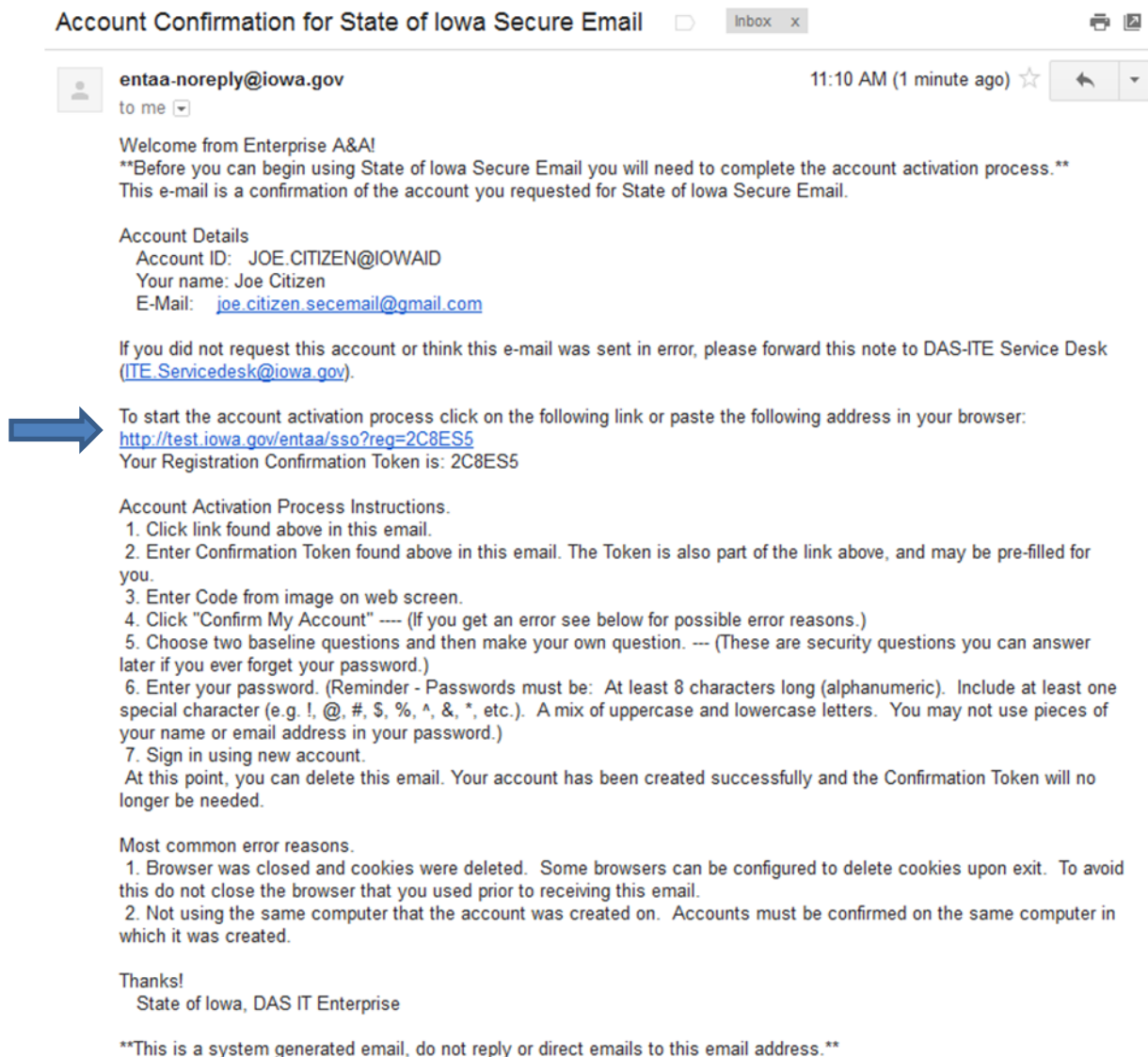
Click on the link or copy and paste the URL in your browser to start the account activation process.

Enter the text shown in the box in Step 2 then click "Confirm My Account" button.

State of Iowa Secure Email

Enterprise A&A   What Is A&A?

Account Confirmation

STEP 1

Enter the 6 character Registration Confirmation Token found in the Account Confirmation Email you received.

If you did not receive an email or are having an issue with Step 1 click the following button to create a [New Account]

    2C8ES5   (?)

STEP 2

oskar

Enter the code shown above or **play audio code**

or [Get me one I can read!]

    _____   (?)

STEP 3

[Confirm My Account]

You are looking at SSO Account Management Confirmation   Transaction Id: TMUGYN

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Additional Terms, Privacy & Warranty Information

Select security questions and provide answers. Write a security question for Question 3 and provide your answer.

State of Iowa Secure Email

Self Service Password Change - **State of Iowa Secure Email**   ⑦

Identity Baseline for JOE.CITIZEN@IOWAID

On this page, you must create your *identity baseline*. This is a set of questions and answers you establish for your account. If you forget your password or lock your account for some reason, you can answer these questions to get access to your account.

Question 1:

— Select Question —   ▼

Answer 1: [   ]   Confirm: [   ]

Question 2:

— Select Question —   ▼

Answer 2: [   ]   Confirm: [   ]

Question 3 (Create your own question.):

[   ]

Answer 3: [   ]   Confirm: [   ]

Save Identity Baseline

Some guidelines for setting your baseline:

1. Choose questions and answers that you know well, but that others don't.
2. Avoid special characters like commas or quotes that you may not enter the same way later.
3. Keep your answers simple - for example, use "paperboy" instead of "The Des Moines Register paper delivery" for your first job.
4. You must create your own question when a drop down list is not provided. Usually this is the case for the last one or two questions shown above.

You are looking at SSO Initialize Account   Transaction Id: TMUGYN

🔒 **Enterprise A&A**

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State of Iowa Secure Email

Self Service Password Change - **State of Iowa Secure Email**

ⓘ You must change your password.
Password Change for **JOE.CITIZEN@IOWAID**

Enter new password: [   ]

Confirm new password: [   ]

Password Rules:
Passwords must be: At least 8 characters long (alphanumeric). Include at least one special character (e.g. !, @, #, $, %, ^, &, *, etc.). A mix of uppercase and lowercase letters. You may not use pieces of your name or email address in your password.

[**Save New Password**] [**Cancel**]

You are looking at SSO Initialize Account   Transaction Id: TMUGYN

Enterprise A&A

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Create a password that is a minimum of 8 characters containing BOTH letters and numbers and at least 1 special character (!, @, #, $, %, ^, &, *).

Create a strong password you can remember

What to do	Suggestion	Example
Start with a sentence or two (about 10 words total).	Think of something meaningful to you.	Long and complex passwords are safest. I know my stuff.
Turn your sentences into a row of letters.	Use the first letter of each word.	lacpasikms (10 characters)
Add complexity.	Make only the letters in the first half of the alphabet uppercase.	lACpAsIKMs (10 characters)
Add length with numbers.	Put two numbers that are meaningful to you between the two sentences.	lACpAs56IKMs (12 characters)
Add length with punctuation.	Put a punctuation mark at the beginning.	!lACpAs56IKMs (13 characters)
Add length with symbols.	Put a symbol at the end.	!lACpAs56IKMs% (14 characters)

On the next screen enter the Enterprise A&A Account and password just created and click "Sign In".

State of Iowa Secure Email

Enterprise A&A			What Is A&A?
SIGN IN	**CREATE AN ACCOUNT**	**FORGOT PASSWORD**	**FORGOT ID**

ⓘ You have successfully changed your password. To continue, you will need to log on with the new password.

Sign into State of Iowa Secure Email here.

Enter your Account Id and password to sign into State of Iowa Secure Email.

Account Id: Joe.Citizen@IowaID

Password: ●●●●●●●●

☐ Take me to my Account Options after I Sign In.

Sign In ❓

Account Id Examples:

- *firstname.lastname*@iowaid
- *firstname.lastname*@iowa.gov
- *firstname.lastname*@iwd.iowa.gov
- *firstname.lastname*@dhs.state.ia.us

Need an Account?
Forgot Password?
Forgot Id?

Contact the DAS-ITE Service Desk if you need personal assistance.
Email: ITE.Servicedesk@iowa.gov Phone: 515-281-5703 or 1-800-532-1174

You are looking at SSO Logon   Transaction Id: TMUGYN
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This screen will be displayed when the recipient accesses the Secure Email system in the future (no need to access the Enterprise A&A account screens again unless assistance with your Enterprise A&A account is required).

Click the link to logon to get to the next screen:

Enter the password created for the recipient's Enterprise A&A Account in the password box.

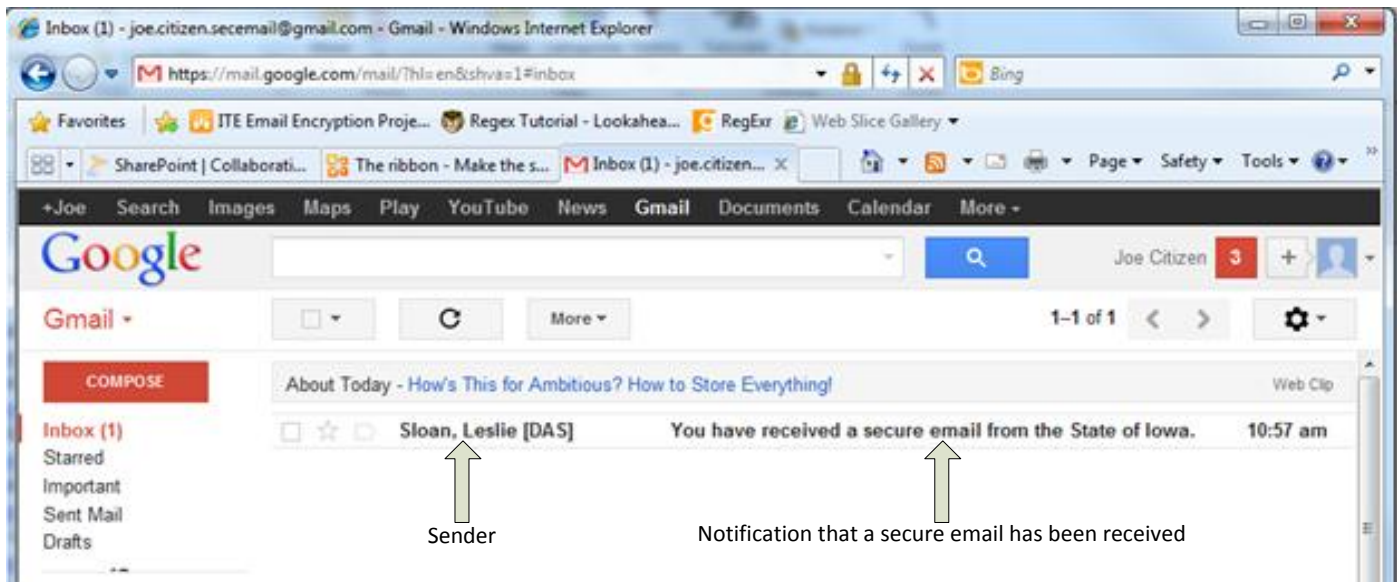The recipient will need to read and accept the login disclaimer – click the "Accept" button.

The secure email will be displayed.

Using the Secure Email System as an existing user

Upon receiving the email indicating a secure email has been sent; the receiver can access their secure email message by clicking on the link or following the URL in the message in their normal email box.

First, the recipient will see a notice in their regular email that they have received a secure email from the State of Iowa.

Sender

Notification that a secure email has been received

When the recipient clicks on the message and displays the picture – they will see the following screen:

The recipient can access their secure email by either clicking the link or copying and pasting the URL in a browser window.

A welcome screen will be displayed.

Click the link to logon to get to the next screen:

Enter the password created for the recipient's Enterprise A&A Account in the password box.

The recipient will need to read and accept the login disclaimer – click the "Accept" button.

The secure email will be displayed.

The recipient can close out of their secure email and access any previous secure email messages that have not been deleted or that are less than 14 days old.

The recipient can highlight a message by clicking on it and reading it in a preview pane.
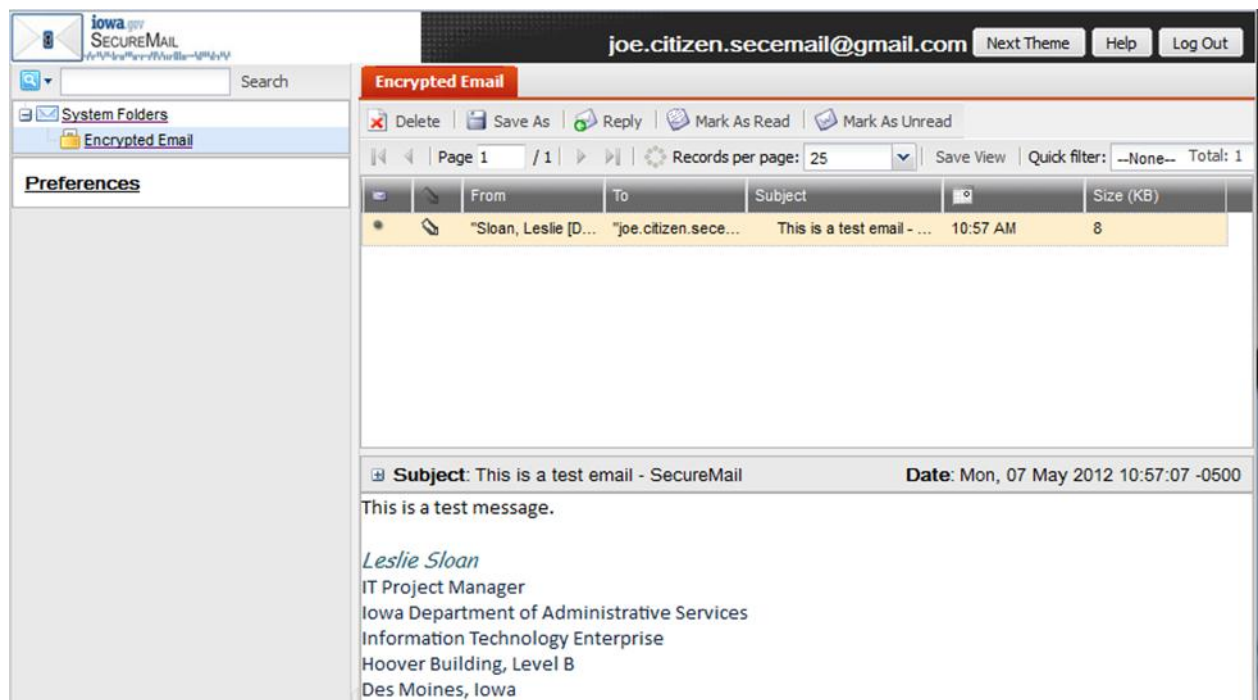
Replying to a secure email

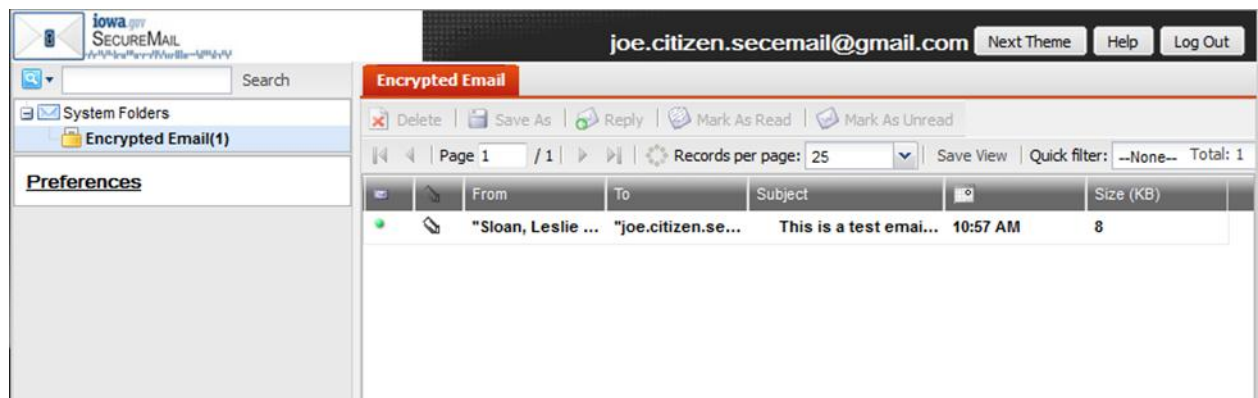When logged into the Secure Email System, click the reply button to respond to the secure email. The reply will be secure.

A new screen will appear to type the message and attach any needed files.

Sending a NEW message

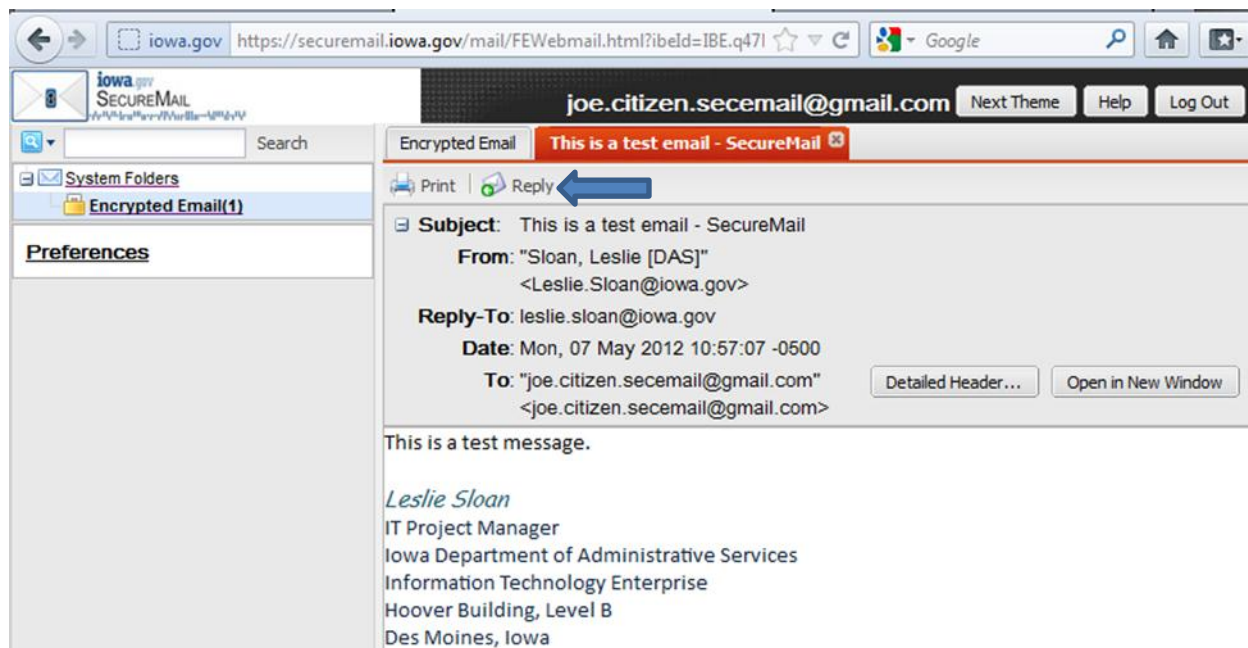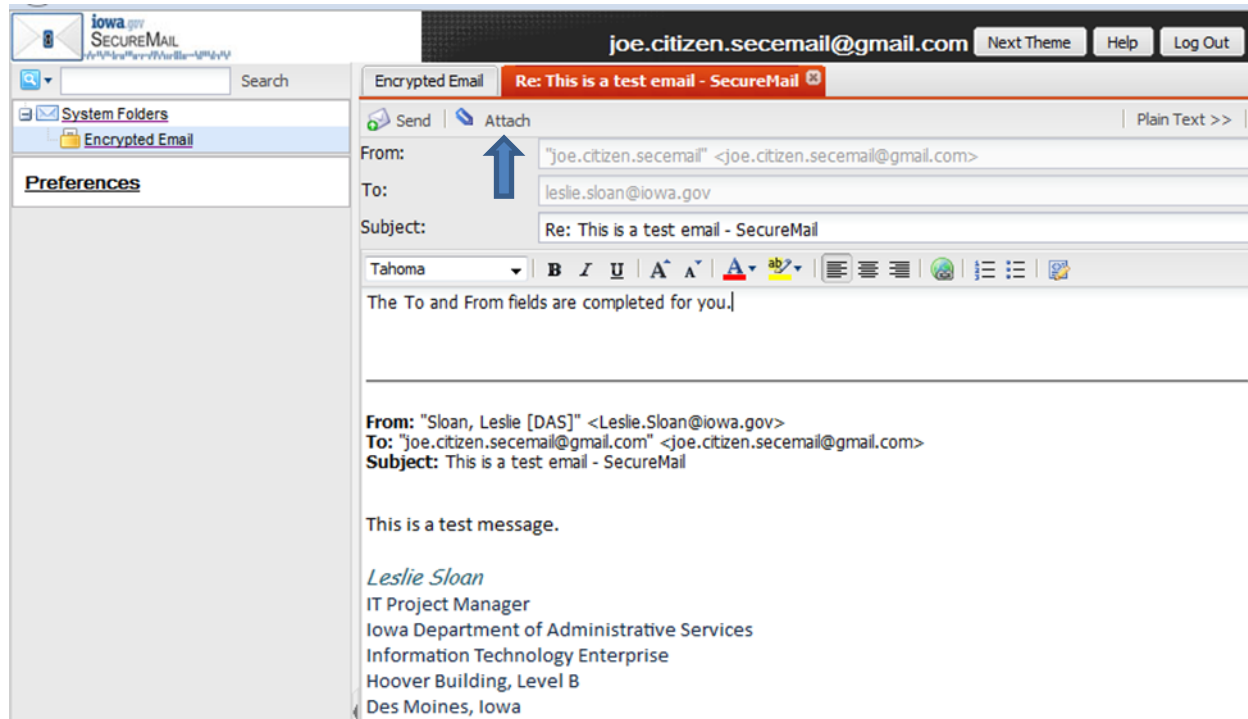You have the ability to send a Secure Email to your contact(s) at the State of Iowa via the Secure Email system. To send a new Secure Email – click on the "**Compose Mail**" button to open a new window and compose your message. Please note that Secure Email messages can ONLY be sent to email addresses managed by the State of Iowa. If you have any questions regarding who at the State of Iowa you can send a Secure Email to – please work with your contact(s) at the State of Iowa.
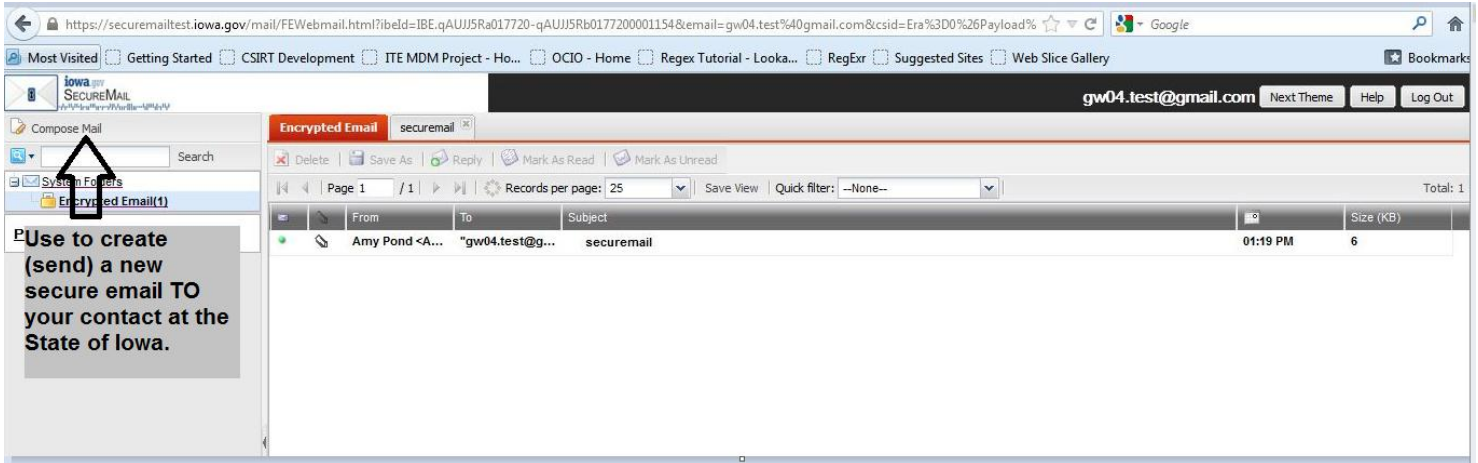
You can also attach documents to include with your Secure Email. Documents can only be attached one at a time.
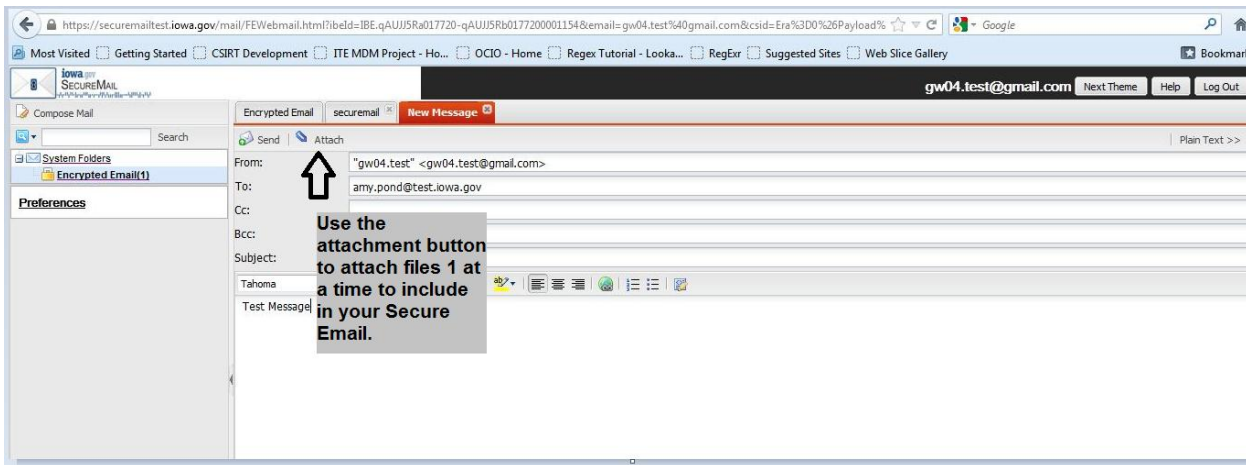
Email Retention

It is critical to remember that the secure email message will only be available in the Secure Email System for **14 days** from the date it was sent.   After 14 days the Secure Email System automatically deletes the message.

During the 14 day period the secure message is available, a recipient can use the link or follow the URL in the message they received in their normal email box to access their secure email from the State of Iowa. After the 14 day secure email retention period, the link (and URL) will no longer be valid and the user will get an error if they click on the link or follow the URL.

Contact Information

State of Iowa Information Technology Service Desk:

By email: ITE.Servicedesk@iowa.gov

By phone: **515-281-5703** or **1-800-532-1174**.